

**HOW TO CONTACT FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.**

**Pre-Sales Information on Fujitsu Degausser Products**

[www.fcpa.fujitsu.com/products/degaussers/](http://www.fcpa.fujitsu.com/products/degaussers/) or call (800) 626-4686

**Technical Assistance Center (“TAC”)**

Telephone technical support is available Monday-Friday between the hours of 5 a.m. to 5 p.m., PST, unless otherwise indicated at the FCPA website,

[www.fcpa.fujitsu.com](http://www.fcpa.fujitsu.com).

Phone: (800) 626-4686

**Web-Based Technical Documentation and FAQ's**

[www.fcpa.fujitsu.com/support/degausser/technical-data.html](http://www.fcpa.fujitsu.com/support/degausser/technical-data.html)

**ABOUT FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.**

Fujitsu Computer Products of America, Inc. is a subsidiary of Fujitsu Limited, a leading provider of customer-focused IT and communications solutions for the global marketplace. FCPA provides innovative solutions for the U.S. marketplace. Current product and service offerings include: high performance hard disk drives, Magneto-Optical drives, scanners and scanner maintenance service, palm vein recognition technology, 10Gb Ethernet switches and degaussers.



FUJITSU COMPUTER PRODUCTS OF AMERICA, INC.

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## WELCOME

Congratulations on your purchase of a Fujitsu Degausser Product! Our Products are designed to provide Fujitsu customers the highest performance and quality. All Fujitsu Degausser Products are covered by the following Limited Warranty:

## LIMITED WARRANTY FOR FUJITSU DEGAUSSER PRODUCTS

Fujitsu Computer Products of America, Inc. ("FCPA") provides the following Limited Warranty on Fujitsu Degausser Products ("Products") distributed by FCPA or through FCPA's authorized distribution channels. For a list of authorized distributors, please call us at (800) 626-4686.

FCPA warrants that the Product, from the time of sale through the Limited Warranty period, will function properly under normal use, be free of defects in materials or workmanship, and will conform to the performance specifications applicable to the Product.

All Products are subject to the Warranty Exclusions described below. A Product found to be defective, or which does not conform to the product specifications, will be repaired or replaced with a new or refurbished Product at FCPA's option.

Purchasers can also obtain the Limited Warranty information for the Product online by visiting: [www.fcpa.fujitsu.com/warranties/warranty-information/warranty-service-guides-degausser.html](http://www.fcpa.fujitsu.com/warranties/warranty-information/warranty-service-guides-degausser.html)  
Proof of purchase may be required to demonstrate eligibility for warranty service.

## HOW TO OBTAIN LIMITED WARRANTY SERVICE

Customers seeking service for Products covered under this Limited Warranty must first obtain an RMA (Return Material Authorization) Number, available online at [www.fcpa.fujitsu.com/warranties/product-returns/online-rma-login.html](http://www.fcpa.fujitsu.com/warranties/product-returns/online-rma-login.html) or by calling FCPA's Technical Assistance Center at (800) 626-4686.

The customer acknowledges that any product sent to FCPA that is not covered by the Limited Warranty may be returned by collect freight.

Products are supplied with a Product Manual. Careful reading of the manual will answer most questions regarding the Product unpacking, operation and maintenance. For additional assistance please call:

**Technical Assistance Center ("TAC") at (800) 626-4686.**

FCPA's TAC personnel will provide opinions to the customer on resolving the problem over the phone. FCPA does not guarantee to fix or repair your Product over the phone. If TAC determines the Product is defective and the unit is covered under the Limited Warranty, TAC will initiate a service request.

Telephone support is provided "as is" without warranty of any kind. FCPA will not be liable for any incidental, special, indirect or consequential damages, third party claims, loss of profits or data, data that is or is not erased, or loss of use of product or equipment or other benefits, arising out of or in connection with the telephone support provided, regardless of the form of action, whether in contract or tort, even if FCPA has been advised of the possibility of such damages.

### Packaging and Shipping Guidelines

The customer must ship all warranty returns using the original shipping container, or authorized packaging in compliance with the Packaging and Shipping Guidelines. Failure to do so may void the Product's warranty. FCPA advises the customer to keep the original container and packing materials for future use. **Prior to shipment, customer must remove and retain all "add-on" items, (i.e. hand-crank, fixtures, manuals, etc.).** FCPA does not accept responsibility for these items and they will not be returned with the repaired or replacement Product.

FCPA is not responsible for Product lost during shipment. All Products being returned for Limited Warranty repair or replacement must be sent freight prepaid. Each box must reference the following information: Customer/Contact Name · Return Address · Phone Number · RMA Number. The RMA number must be written on the outside of the shipping container for identification purposes. Shipments not properly identified will be refused. Customer can obtain current guidelines online at: [www.fcpa.fujitsu.com/warranties/degausser](http://www.fcpa.fujitsu.com/warranties/degausser)

### Customer Responsibility

By requesting service, customer acknowledges the terms of the Limited Warranty, including the disclaimer and limitation of liability provisions.

### Disclaimer

FCPA reserves the right to change at any time and without prior notice any of its service programs and service methods.

### Warranty Exclusions

FCPA's Limited Warranty does not apply to a Product that has been subjected to physical damage after purchase, caused, for example, by casualty, accident, acts of God or transportation, including: (a) by a failure to properly package and ship the Product back to FCPA for warranty service in accordance with FCPA's Packaging and Shipping Guidelines; (b) from service, modification or repair not performed by FCPA; (c) by misuse, unreasonable handling or maintenance, mistreatment, operator error, failure to provide proper supervision or management, including use of cleaning products, or other accessories not approved by FCPA; (d) by environmental conditions (such as excessive heat or other unsuitable physical operating environment), corrosion, staining, electrical work external to the product; (e) by such other supplemental exclusions published from time to time online at [www.fcpa.fujitsu.com/warranties/warranty-information/warranty-service-guides-degausser.html](http://www.fcpa.fujitsu.com/warranties/warranty-information/warranty-service-guides-degausser.html); (f) product purchased through a non-FCPA representative or non-FCPA authorized distribution channel.

Products whose labels no longer contain a legible valid serial number will not be accepted for warranty service. Repaired or replaced products assume the remainder of the Limited Warranty period applicable to the defective Product or sixty (60) days, whichever is longer.

FCPA provides no Limited Warranty for Products originally purchased from countries other than the United States. Purchasers of Products from foreign distribution channels outside of the United States must seek warranty coverage, if any, through the original source of purchase.

### Warning and Limitation of Liability

The Product should be used according to the User Manual and can only be serviced by an FCPA authorized service representative. **Product misuse, mishandling and unauthorized service may result in personal injury.** Except as otherwise stated in the Limited Warranty, FCPA makes no representation or warranty, express or implied, with respect to Products. FCPA disclaims any liability for indirect, consequential, punitive or special damages, including without limitation damages for lost data, data that is or is not erased, lost revenue, lost profits, or replacement product costs arising out of the purchase, use, or performance of Product, under any theory of liability, even if FCPA has been advised of the possibility of such damages. FCPA disclaims any implied warranty of merchantability or fitness for a particular purpose after the Limited Warranty period, and disclaims any implied warranty arising from a course of performance, dealing, usage or trade practice. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to some purchasers. This Limited Warranty gives the purchaser specific legal rights, and the purchaser may have other legal rights that vary from state to state. The price of products distributed by FCPA or its authorized dealers reflects the allocation of risk arising from the warranty exclusions and this disclaimer and limitation of liability.